

Attachment A: Draft Statement of Work - Direct User Access Terminal Service (DUATS)

Table of Contents

C.1	INTRODUCTION	1
C.1.1	Purpose	1
C.1.2	Goals of the Competition.....	1
C.1.3	Workload Information	1
C.2	SCOPE OF WORK	1
C.2.1	Summary of Expectations.....	2
C.2.1.1	Provide DUATS Service	2
C.2.1.2	Adhere to Directives.....	2
C.2.2	General Requirements	2
C.2.2.1	Perform Service Functions	2
C.2.2.2	Provide Items and Services Necessary to Satisfy Contract Requirements.....	2
C.2.2.3	Provide Deliverables	2
C.2.2.4	Provide Weather and Flight Data	2
C.2.2.5	Support Event Reconstruction.....	3
C.2.2.6	Maintain Records	3
C.2.2.7	Report Errors	3
C.2.2.8	Maintain Authorized Users Database.....	3
C.2.2.9	Connect to the NAS.....	3
C.2.2.10	Obtain and Maintain QICP Certification	3
C.2.2.11	Provide User Assistance.....	4
C.2.2.12	Provide User's Guide	4
C.2.2.13	Respond to User Comments and Complaints.....	4
C.2.2.14	Plan and Implement Maintenance Procedures	5
C.2.2.15	Maintain and Report DUATS Service Statistics	5
C.2.2.16	Submit Change Proposals	5
C.2.2.17	Maintain CM	5
C.2.2.18	Conduct Reviews and Audits	5
C.2.2.19	Develop a SOP Manual	5

C.2.2.20	Conduct System Hazard Analysis and Safety Assessment	6
C.3	MANAGEMENT REQUIREMENTS	6
C.4	QA.....	6
C.4.1	Establish a QC Program	6
C.4.2	Allow FAA Access.....	7
C.5	POST AWARD CONFERENCE.....	7
C.6	TECHNOLOGY ENHANCEMENTS	7
C.7	MEETINGS AND CONFERENCES	7
C.8	T&E.....	7
C.8.1	Establish a T&E Program	7
C.8.2	Comply with General Test Requirements	8
C.8.3	Conduct Modification Testing.....	9
C.9	SECURITY.....	9
C.9.1	Maintain System Security.....	9
C.9.2	Implement Facility Security	10
C.9.3	Satisfy Personnel Suitability Requirements	10
C.10	TRANSITION	10

C.1 INTRODUCTION

The Direct User Access Terminal (DUATS) Service allows pilots to self-brief by giving them direct access to weather and flight planning information and permitting them to electronically file flight plans. The DUATS is funded by the Federal Aviation Administration (FAA) and made available to qualified pilots, dispatchers, and other authorized users.

C.1.1 Purpose

This Statement of Work (SOW) identifies the tasks that must be performed by the DUATS Service Provider (SP). It describes performance requirements and FAA expectations as well as identifies administrative and technical responsibilities, milestones, and contract deliverables. It does not identify the specific methods to be used to meet these requirements and responsibilities or to satisfy the FAA's expectations. However, there are certain mandated security requirements and guidelines that may need to be addressed.

C.1.2 Goals of the Competition

This competition will result in DUATS providing authorized users with the following applications interfaces and services at no cost:

- a. Web-based user application interfaces for PC users;
- b. Terminal emulation (e.g., VT-100) user interfaces for (ASCII) terminal users;
- c. Connectivity through a toll-free number or the Internet;
- d. Direct user access within the Contiguous United States (CONUS), Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Mexico, Canada, and other briefing areas to aviation weather and Notice to Airmen (NOTAM) data; and
- e. The capabilities for users within the CONUS, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands to file, amend, cancel, and, for Visual Flight Rules (VFR) only, close flight plans.

C.1.3 Workload Information

Workload data can be estimated by using the Administrator's Handbook available on the FAA website. The SP may use the data to forecast future workloads, but these data are not a guarantee of future workloads.

Workload is not expected to be constant from hour to hour, day to day, month to month, or year to year. Demand for DUATS Services will be affected by a number of external drivers and will fluctuate throughout the contract performance period.

If workloads increase exponentially beyond FAA predictions, the SP's monthly monitoring of performance and reliability will identify the increase. The SP may then call for a meeting with FAA program management to strategize what should be done to ensure that future demand can be met.

C.2 SCOPE OF WORK

The SP must perform the services and achieve the outcomes described in this section while satisfying the functional and performance requirements set forth in the DUATS Specification, FAA-E-2901C.

C.2.1 Summary of Expectations

C.2.1.1 Provide DUATS Service

The SP must provide DUATS Service on a continual 24 hours per day, 7 days per week (24/7) basis unless otherwise specified.

Except for user terminals and personal computers, the SP must provide, maintain, and update the hardware and software needed to execute DUATS Service as required in FAA-E-2901C. The SP must provide all personnel, supervision, and other items and services necessary to perform the tasks and functions required.

C.2.1.2 Adhere to Directives

The SP must meet contractual requirements in accordance with (IAW) existing policies, orders, methodologies, procedures, and regulations regarding the provision of weather information and flight plan processing services to U.S. civil pilots and other authorized users. See Section J2 of the Screening Information Request (SIR) for a list of applicable documents. The documents referenced in Section J2, in effect on the date of contract award, are applicable to the DUATS Service requirements. If there is a conflict between this SOW and any referenced document or amendment, this SOW takes precedence.

C.2.2 General Requirements

C.2.2.1 Perform Service Functions

The DUATS SP must perform the service functions identified in the DUATS specification, FAA-E-2901C.

C.2.2.2 Provide Items and Services Necessary to Satisfy Contract Requirements

The SP must provide all engineering, programming, manufacturing, management, documentation, services, facilities, maintenance and materials as well as develop the interfaces and screen formats necessary to satisfy contract requirements.

C.2.2.3 Provide Deliverables

The SP must provide the deliverables stated in the Contract Data Requirements List (CDRL) Section J4 and must include those deliveries in its proposed schedule.

C.2.2.4 Provide Weather and Flight Data

The DUATS provides weather information and flight planning services to authorized users using personal computers or terminals through toll-free telephone access or the Internet. The service must adhere to all applicable Section 508 compliance requirements for the user community.

The DUATS includes up-to-date weather along a proposed route, allowing users to make plans as a convenient, reliable, and responsive alternative to calling Flight Service. The flight plan processing system provides the user with the capability to file, add, change, modify or cancel flight plans. The SP will not interpret any weather or flight plan data and must refer users needing such assistance to the Flight Service Station (FSS) toll-free telephone access number at 800-992-7433 [1-800-WXbrief].

C.2.2.5 Support Event Reconstruction

The SP must deliver an “Event Reconstruction Report” (CDRL MGT001) when requested IAW DUATS Specification. The SP must maintain a record of agencies and facilities that request and receive Event Reconstruction data, as well as a record of the complete response, from the date the data was requested through the period of performance on the contract. At the close of the contract, the records must be made available to the FAA.

C.2.2.6 Maintain Records

The SP must maintain records using the latest version of FAA Order 1350.15, “Records Organization, Transfer and Destruction Standards” as a guide. The FAA reserves the right to inspect these records periodically.

C.2.2.7 Report Errors

The SP must submit an “FAA Furnished Information Deficiency Report” (CDRL MGT002) to the FAA for each deficiency found in FAA furnished static flight data.

C.2.2.8 Maintain Authorized Users Database

The SP must maintain an Authorized Users Database containing the most current FAA Airmen’s Certification Database. Per the FAA’s Airmen Certification Branch, AFS-760, no Privacy Impact Assessment (PIA) of any applicant will be added to the database. The SP must update from that database at least every 90 days. The SP must update the database within 24 hours of the FAA update. The SP must request approvals for new authorized users and update the Authorized Users Database when directed by the FAA. The SP must not alter, add, or delete any records unless authorized to do so by the FAA.

C.2.2.9 Connect to the NAS

The SP must connect to the NAS via the NAS Enterprise Security Gateway (NESG) in accordance with the FTI ESG User Guide. The process for connectivity is a three phase activity:

1. Connection planning and design
2. Conformance, Interoperability, and Failover testing
3. Service Implementation

WMSCR and NADIN will each serve as FAA Sponsor programs to the DUATS SP. These FAA Sponsor programs will lead the activities for establishing end to end connectivity with their respective systems.

C.2.2.10 Obtain and Maintain QICP Certification

The SP must be a Qualified Internet Communications Provider (QICP) before being permitted to provide DUATS Service. If not already QICP certified, the SP must submit an application letter (CDRL MGT010) with the attachments listed below and satisfactorily conduct a capability demonstration.

- a. “Service Description” (CDRL MGT011)
- b. “Security Plan” (CDRL MGT012)
- c. “Capability Demonstration Plan” (CDRL MGT013)
- d. “Ongoing Maintenance Plan” (CDRL MGT003)

e. Warning label as shown in paragraph 4b(5) of the “FAA Advisory Circular” 00-62

The Capability Demonstration must show how the SP’s service will achieve and maintain the required reliability, accessibility and security requirements as described in “FAA Advisory Circular” 00-62. If requested to do so by the SP, the FAA may accept the results of a prior Operational Capability Demonstration (OCD) or documentation of the SP’s prior experience providing service over the Internet in lieu of a Capability Demonstration. The SP should anticipate that obtaining QICP certification may take up to 90 days once all required documents have been submitted and the capability demonstration has been successfully completed.

C.2.2.11 Provide User Assistance

Users will access the DUATS help desk by toll-free telephone, mail, or toll-free fax. DUATS Service will provide a toll-free help desk that is available 24/7. The purpose of the help desk is:

- a. To provide assistance on connection problems, answer DUATS questions, and record any reported problems.
- b. To provide access codes or passwords to users who have misplaced or forgotten this information. As part of signing on to DUATS for the first time, the user is requested to enter a “Security Authentication.” The SP must use this input as a unique identifier for security authentication if a user forgets his/her access code and/or password.
 - i. The help desk refers users to the FSS when they request an interpretation of the weather or flight plan data. SP operators DO NOT interpret any weather or flight plan data.
 - ii. The SP must instruct the user to provide a copy of his/her Pilot and Medical Certificates if the user is not listed in the Authorized Users Database. This information may be mailed, faxed via a toll-free fax number, or emailed to the SP’s help desk. The help desk or database manager must add the user to the database upon receipt of the verification data and FAA approval.

The SP must provide user assistance as defined above using its trained and knowledgeable help desk staff.

C.2.2.12 Provide User’s Guide

The SP must provide an online “User’s Guide” (CDRL MGT004). The guide must contain, at a minimum, a description of DUATS capabilities and instructions on how to access the services and execute functions of the DUATS Service.

All SPs, whether previously or newly QICP certified, must demonstrate ongoing maintenance of QICP status by collecting and maintaining “Facility Performance Statistics” (CDRL MGT009) and providing them to the FAA semiannually or upon request (e.g., following FAA receipt of a user Quality of Service (QOS) complaint).

C.2.2.13 Respond to User Comments and Complaints

The SP must provide users with a mailing address or email address for written comments or complaints. The SP must answer every comment or complaint within 10 calendar days of receipt. The SP must maintain a file of comments and complaints regardless of the transmission medium by which they are made and of the SP’s responses. The FAA must have access to this file at any time.

If any DUATS user requests a Point of Contact (POC) within the FAA to address comments or complaints, the SP must provide the name and address of the FAA Contracting Officer.

The SP must conduct user surveys when required by the FAA, normally not more than twice a year.

C.2.2.14 Plan and Implement Maintenance Procedures

The SP must plan and implement maintenance procedures that satisfy the performance and operational requirements of FAA-E-2901C. The SP must maintain all software, hardware, and system equipment required for the DUATS.

C.2.2.15 Maintain and Report DUATS Service Statistics

The SP must produce and maintain daily statistics of DUATS Service activities and operations ending at 2359 Coordinated Universal Time (UTC) each day. The SP must summarize these statistics in a “Management Monthly Operations Statistics Report” (CDRL MGT006). The FAA reserves the right to initiate an *ad hoc*, real-time audit of the daily statistics and how the SP is counting transactions for any randomly chosen period of performance.

C.2.2.16 Submit Change Proposals

The SP must submit a “System Hazard Analysis” (CDRL SA002) as part of Change Proposals (CDRL MGT007) for FAA approval prior to implementing changes which affect the provision or functioning of DUATS as identified in FAA-E-2901C, or which have the potential for affecting the NAS. The SP must ensure that changes to DUATS Service meet the requirements of the contract and that implementation of these changes does not degrade interfaces to NAS systems or result in a degradation of DUATS. The FAA will determine the suitability of changes that affect the provision of DUATS or that affect interfaces to the NAS.

C.2.2.17 Maintain CM

The SP must plan, implement, and maintain a Configuration Management (CM) Program IAW accepted industry standards and provide to the FAA upon request.

C.2.2.18 Conduct Reviews and Audits

The SP must conduct monthly engineering program reviews of DUATS and provide FAA program management with the results upon request. The SP must provide a complete review and audit of DUATS through FAA Quality Assurance (QA) evaluations. The SP and FAA management will have access to continual up-to-date evaluation data results on the progress of the service during all phases on which to base management decisions. QA will audit Program Management, CM, and Engineering Processes on a continual basis to ensure compliance with contractual requirements and designated policies and procedures.

C.2.2.19 Develop a SOP Manual

The SP must develop a manual of standard operating procedures and ensure that the manual is available within the SP’s operations area at all times. The SP Standard Operating Procedures (SOP) must satisfy all system-level security procedure requirements as defined in the “ATO Information System Security (ISS) Procedures” guidance document. The ISS Procedures guidance document will be provided as Government Furnished Information (GFI). The FY12

ISS procedures guidance documentation is available for use until FY13 documentation is made available. DUATS must comply with the FY13 GFI.

C.2.2.20 Conduct System Hazard Analysis and Safety Assessment

An approved “Safety Risk Management Document (SRMD)” is required prior to operational use of the DUATS service in the NAS. To support the generation of the SRMD, the SP must provide two safety CDRLs. The SP must develop a “System Hazard Analysis” (CDRL SA002) followed by a “System Safety Assessment Report” (CDRL SA001). A “System Hazard Analysis” (CDRL SA002) must also be submitted prior to the implementation of any system or service change. The SP must also support activities necessary in the FAA's development of the SRMD such as testing support to show that any hazards identified in the “System Hazard Analysis” (SA002) are mitigated. It is anticipated that development and approval of the SRMD will take up to 90 days after contract award.

The SP must monitor, track, and report safety hazards identified in CDRL SA002. The output of this process must be provided in a “Safety Hazard Tracking Report” (CDRL SA003).

C.3 MANAGEMENT REQUIREMENTS

The SP must designate a single POC as responsible for planning and management of the contract and for ensuring its effective execution. The single POC or designated alternate must be accessible via email and telephone during regular business hours and in the event of an emergency by telephone on a 24-hour basis.

C.4 QA

DUATS Quality Assurance (QA) is intended to ensure the quality of services to be provided by the SP.

C.4.1 Establish a QC Program

The SP must plan, establish, and maintain a Quality Control (QC) Program and perform inspections and testing IAW with a QC plan. The SP must allow the FAA access to its facilities to review the plan and to conduct periodic tests and inspections as deemed necessary to verify that DUATS meets the requirements of FAA-E-2901C. The objectives of the SP's QC Program must be to ensure that all:

- a. Aspects of the service continue to meet specification requirements;
- b. Procedures and controls for correcting deficiencies are promptly and appropriately documented;
- c. Necessary software, equipment, and services are available and ready for required tests;
- d. Necessary test plans and procedures are developed;
- e. Documentation of required tests and reporting analyses and interpretation of test results are completed for each test; and
- f. Risks associated with the provision of DUATS Service are identified and mitigated.

C.4.2 Allow FAA Access

The SP must allow the FAA to perform on-site inspections of all DUATS equipment, documentation, records data, and facilities. The SP must provide knowledgeable personnel to act as guides and answer questions regarding DUATS Service and performance.

C.5 POST AWARD CONFERENCE

The SP must support and participate in a Post Award Conference (PAC) to be held at a location designated by the FAA following contract award. The FAA will determine the actual conference date. At this conference the SP must present its plans and schedule for addressing each requirement of this SOW.

C.6 TECHNOLOGY ENHANCEMENTS

If the FAA requests upgrades to the SP's system or system software, the SP must submit a Price Change Proposal to the FAA for evaluation. SP-proposed and FAA-initiated changes that are accepted must be processed as modifications to the contract.

C.7 MEETINGS AND CONFERENCES

The FAA reserves the right to call a meeting at any time during the performance of this contract. The SP must comply with requests by providing qualified personnel at meetings and conferences. When requested by the FAA, the SP must support meetings by providing, at a minimum, technically qualified individuals, administrative help, and appropriate meeting space.

C.8 T&E

The following test and evaluation (T&E) program will be used to demonstrate that SP's service is operationally effective and suitable for use in the NAS.

C.8.1 Establish a T&E Program

The SP must conduct Test & Evaluation of their DUATS Service before it is allowed to communicate with any FAA operational NAS system. This may be accomplished by connection to an interim test system. These activities are FAA Sponsor program dependent and include Conformance, Interoperability, and Fail-Over testing with the FAA Sponsor program system. The FTI National Test bed (FNTB) at the William J. Hughes Technical Center (WJHTC) in Atlantic City, NJ supports this testing in a fully isolated environment.

Prior to testing, the SP must complete the Request for Service (RFS) process for each FAA Sponsor Program system. The SP must also conform to the Common Message Handling Protocols (CMHP) as described in the corresponding IRD and ICDs. The SP must plan, develop, conduct and maintain a T&E program designed to ensure compliance with the requirements set forth in FAA-E-2901C. The T&E program must include, as a minimum, an Operational Capability Demonstration (OCD) as well as participation in and support for an FAA conducted Operational Test (OT).

The OCD must provide the FAA with an accurate demonstration of the SP's service that will enable the FAA to determine if it satisfies performance requirements. It will be conducted at the SP's facility and must use the system components that the SP intends to use to provide DUATS Service.

The OCD must take no more than five (5) days and be conducted in increments of no more than eight hours per day. The SP must not conduct parallel testing during the OCD. Unless it has been pre-approved by the FAA, live connections to NAS components will not be used during the OCD. The SP may use simulated data and interfaces.

The SP must submit, for FAA approval, an OCD Plan and Procedures (CDRL TST-001) prior to the start day of test and an OCD Report (CDRL TST-002). The purpose of the OT is to determine if the SP's service is operationally effective and suitable for use in the NAS by verifying that all technical, performance, and security requirements are met. The OT will be conducted by the FAA at the FAA's William J. Hughes Technical Center (WJHTC) at a time to be determined by the FAA following the successful completion of the OCD.

The SP must provide physical and telecommunication user access to a fully operational system and system interfaces. The OT must utilize the same interfaces and connections to the NAS that will be used to provide DUATS service.

The SP must provide technical support for the duration of the test and may request that a technical representative familiar with the SP's proposed DUATS service be present at the WJHTC during testing.

The SP must provide a test URL that isolates the OT testing activities from the operational DUATS Service. The SP must establish and maintain a single POC for the test program.

The SP must allow the FAA to perform on-site inspections and tests of all DUATS equipment, documentation, records, and facilities. During these inspections the SP must also have knowledgeable personnel to act as guides and answer questions regarding the DUATS service and system performance.

All interfaces must be tested to ensure that all DUATS Service security requirements are met IAW FAA Order 1370.82 and as identified in FAA-E-2901C.

C.8.2 Comply with General Test Requirements

During the OCD the SP must verify each specification requirement in at least one procedure. Prior test or demonstration results may be used to satisfy requirements as long as no software or hardware changes have been incorporated and FAA approval has been granted. Requirements must be verified on a pass or fail basis. Each demonstration procedure will be considered complete only when the procedure executes without aborts or errors (unless part of the procedure) and all analyses have verified compliance with all applicable requirements.

The SP must verify that demonstration procedures are capable of being repeated and identical results obtained. The SP must conduct the OCD using FAA-approved demonstration plans and procedures.

During the OCD the SP must maintain a "Program Trouble Report" (PTR) database documenting each hardware and software failure, problem, deficiency, or abnormality. For each event the SP must record and maintain records of all demonstration inputs, outputs, anomalies, deviations, equipment substitutions, durations, and other relevant information.

Prior to the start of OCD the SP must baseline the DUATS system as provided for in Paragraph C.2.2.17. The base lined system must not be changed or modified during the T&E period without concurrence from the FAA.

The FAA reserves the right to conduct additional testing deemed necessary to verify that DUATS Services provided by the SP meets the requirements of FAA-E-2901C and this contract.

Prior to the start of OCD the SP must conduct a Readiness Review for the FAA addressing:

- a. The status of all applicable demonstrations (i.e., summary of dry run results, changes to plan and procedures, known problems, demonstration limitations);
- b. Demonstration schedules;
- c. Configuration control status of hardware, software, and test tools;
- d. Walk through of demonstration to be conducted;
- e. Demonstration entry criteria status.

C.8.3 Conduct Modification Testing

After the DUATS has been base lined, the SP must notify the FAA of hardware and software changes that may affect the NAS including NAS interface, security, and DUATS functionality per CDRL MGT007. The FAA will determine if additional testing is required by the SP or the FAA before these modifications can be incorporated on the live DUATS system. If additional testing is required, the SP must prepare a “Hardware/Software Modification Test Plan” (CDRL TST004) and “Hardware/Software Modification Test Procedures” (CDRL TST005). The SP must conduct testing off-line for FAA witnesses. The SP must analyze results and test data and include the analysis, in addition to test-conduct logs, in the “Hardware/Software Modification Test Report” (CDRL TST006). The FAA reserves the right to perform additional testing prior to implementation of any modification to the live DUATS system.

C.9 SECURITY

The SP’s security program must satisfy system, facility, and personnel security requirements of FAA Order 1370.82 as amended. This is the FAA security policy document for all FAA systems.

C.9.1 Maintain System Security

The SP must support the FAA in performing a Security Categorization (SC) analysis for the DUATS service IAW Federal Information Processing Standards Publications (FIPS PUB) 199. The resulting DUATS service SC will define the set of National Institute of Standards and Technology (NIST SP 800-53), as amended, security controls that must be implemented by the SP for DUATS service.

The SC is documented in the “System Characterization Document” (SCD). The defined security control set may be tailored by the SP IAW NIST SP 800-53, as amended, but the tailored set of controls must be approved by the FAA. All FAA information systems must receive authorization to operate prior to being used in an operational environment. The contractor must support all activities necessary to achieve initial Security Authorization, tri-annual re-Authorizations, and Annual Security Assessments IAW FAA Order 1370.82, “Information System Security Program,” as amended, and the “ATO ISS Authorization Handbook.”

There are three Security CDRLs that the SP must provide in Security Authorization template form:

- a. “System Characterization Document” (SCD) (CDRL SE001): The SP must document in the SCD information on all aspects of system hardware, software/firmware, internal and external interfaces, users, system authorization boundary, and communication security capabilities as defined in the ATO ISS Program System Characterization Document Template. The System Characterization Document is included as part of the DUATS Security Authorization. See DID DUATS-SE-001 for a detailed description of the requirements for this CDRL.
- b. “System Security Plan” (SSP) (CDRL SE002): The SP must describe the implementation of system security controls in the SSP as defined in the ATO ISS Program SSP Template. The SSP is included as part of the DUATS Security Authorization. The SP must submit a DUATS Services SSP IAW DID DUATS-SE-002.
- c. “Information System Contingency Plan” (ISCP) (CDRL SE003): The SP must develop an ISCP to document system recovery objectives/procedures as defined in the ATO ISS Program ISCP Template. As required by the Office of Management and Budget (OMB), the ISCP must be tested annually. Results of annual ISCP testing must be documented in the ISCP Test Plan and Results Report template. The ISCP and ISCP Test Plan and Results Report are included as part of the DUATS Security Authorization. See DID DUATS-SE-003 for a detailed description of the requirements for this CDRL.

The SP must agree to an independent risk assessment conducted by the FAA Independent Risk Assessment and Test team. The SP must provide personnel who are technically qualified to answer questions during the risk assessment. The SP must implement required actions resulting from the risk assessment only if a risk assessment is required by the FAA.

An approved DUATS Security Authorization is required prior to the SP receiving authorization to operate DUATS. To support the initial Security Authorization, the Government intends to hold a Security Technical Exchange Meeting (TEM) within 30 days after contract award in which the SP must participate. The purpose of the TEM is to identify the SP activities necessary to support FAA development of the Security Authorization. It is anticipated that development and approval of the Security Authorization may take up to 180 days after contract award.

C.9.2 Implement Facility Security

The SP must comply with the facility security requirements of FAA Order 1600.69B, "FAA Facility Security Management Program."

C.9.3 Satisfy Personnel Suitability Requirements

The SP must comply with the FAA Acquisition Management System Clause 3.14-2. "Contractor Personnel Suitability Requirements" (July 2006).

C.10 TRANSITION

After contract award the DUATS SP must successfully accomplish all required tasks, including support of the PAC, TEM, and T&E programs, and receive FAA approval of required CDRLs prior to initial operational use of its DUATS Service in the NAS. After approval of the security authorization, safety documentation, and QICP certification (if the SP is not a current QICP) and satisfactory completion of all operational testing, there will be a minimum of 90 days of transition (dual operations) from the legacy DUATS SP to the new DUATS SP. During transition, the new DUATS SP must inform the user community through advertisements in

periodicals and other means when the service will be available for operational use. The SP must also identify to the user community the process for establishing user accounts and validating required information. During this period, the new SP must also address any anomalies in its service not meeting operational requirements.